

**EXPRESS MAIL LABEL NO. EV343426037US****DOCKET NO. POU920030115US1****UTILITY PATENT APPLICATION TRANSMITTAL**

**ADDRESS TO:** Mail Stop Patent Application  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450



Transmitted herewith for filing is the patent application of:

**INVENTOR:** Christopher R. VINCENT

**TITLE:** *WEB BROWSER CONTROL FOR CUSTOMER SUPPORT*

**ASSIGNEE INFORMATION PURSUANT TO 37 C.F.R. 1.76**

**ASSIGNEE NAME:** INTERNATIONAL BUSINESS MACHINES CORPORATION  
**ASSIGNEE RESIDENCE:** ARMONK, NEW YORK

In connection with this application, the following are enclosed:

- XX Fee Transmittal Form
- 27 Pages of Specification, Claims and Abstract
- 18 Claims
- 8 Sheets of Drawings (FIGS. 1-8)
- XX Declaration and Power of Attorney
- XX Information Disclosure Statement and Form PTO-1449 with 4 non-U.S. patent references
- XX Assignment recordation sheet with assignment to: International Business Machines Corporation

Please direct all correspondence to **Customer Number 23334**.

Respectfully submitted,

FLEIT, KAIN, GIBBONS,  
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By: 

Stephen Bongini  
Reg. No. 40,917

EXPRESS MAIL LABEL NO. EV343426037US

DOCKET NO. POU920030115US1

**FEE TRANSMITTAL**

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**INVENTOR:** Christopher R. VINCENT**TITLE:** WEB BROWSER CONTROL FOR CUSTOMER SUPPORT

The fee has been calculated as shown below. (Small entity fees indicated in parentheses.)

For	Number Filed		Number Extra	Rate Large (Small)	Basic Fee \$770 (\$385)
Total Claims	18	20	0	\$18 (\$9)	0
Independent Claims	5	3	2	\$86 (\$43)	172
Multiple Dependent Claims				\$290 (\$145)	0
Assignment Recording Fee				\$40	40
				<b>TOTAL FEE:</b>	<b>\$ 982</b>

XX The Commissioner is hereby authorized to charge Deposit Account No. 09-0463 in the amount of \$982. A duplicate copy of this sheet is enclosed.

XX The Commissioner is hereby authorized to charge payments of (1) any additional filing fees required under 37 CFR 1.16, and/or (2) any patent application processing fees under 37 CFR 1.17 associated with this application or credit any overpayment to Deposit Account No. 09-0463.

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Stephen Bongini  
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## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: : Atty Docket: POU920030115US1  
Christopher R. VINCENT : APPLICATIONS BRANCH  
Serial No. (not yet assigned) :  
Filed: HERewith :

For: *WEB BROWSER CONTROL FOR CUSTOMER SUPPORT*

## CERTIFICATE OF EXPRESS MAIL MAILING

"Express Mail" Mailing Label No. **EV343426037US**

Date of Deposit: **October 7, 2003**

Mail Stop Patent Application  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

SIR:

I hereby certify that

☒ Application Transmittal  
☒ Fee Transmittal Form  
☒ Specification, Claims, Abstract  
☒ 1 set of 8 sheets of drawings  
☒ Declaration and Power of Attorney  
☒ Information Disclosure Statement and Form PTO-1449 w/ 4 non-U.S. patent references  
☒ Assignment Recordation Sheet with Assignment  
☒ Return postcard

are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and are addressed to:

MS Patent Application  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

10/7/03  
Date of Deposit

Kathleen Schlosborn  
Name of person mailing papers

Kathleen Schlosborn  
Signature